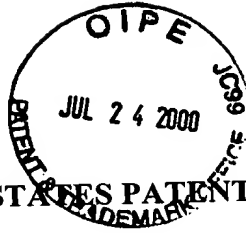


YO999-479



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

TC 2700 MAIL ROOM

JUL 26 2000

RECEIVED

In re patent application of

Goldszmidt, et al.

Serial No.: 09/559,065

Group Art Unit: 2756

Filing Date: April 28, 2000

Examiner: Unknown

For: METHOD AND APPARATUS FOR DYNAMICALLY ADJUSTING RESOURCES  
ASSIGNED TO PLURALITY OF CUSTOMERS, FOR MEETING SERVICE LEVEL  
AGREEMENTS (SLAs) WITH MINIMAL RESOURCES, AND ALLOWING  
COMMON POOLS OF RESOURCES TO BE USED ACROSS PLURAL  
CUSTOMERS ON A DEMAND BASIS

Assistant Commissioner of Patents  
Washington, D.C. 20231

SUBMISSION OF FORMAL DRAWINGS

Sir:

Submitted herewith are ten (10) sheets of formal drawings comprising Figure 1 - Table 5  
for the above-identified patent application. Please substitute these formal drawings for the  
drawings which were filed with the application.

Respectfully submitted,

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Registration No. 34,386

Date:

7/24/00  
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